Aging and Disability Services
August 2, 2000

TIIAP Status Report
Evaluation of ADS Homecare Technology Systems

In this report, information is provided about the implementation of the Homecare Referral and Homecare Aide Time Tracking systems. For the most part, the data on which the report is based were collected between January of 2000 (when the previous report was submitted) and the present.

To summarize the implementation of the two data system components:

- The Homecare Referral system was implemented beginning October 1999 with homecare agencies. In December 1999, four case managers were trained and began using the system. In July 2000, approximately 70% of all ADS case managers were trained.

- Projections are to bring the Homecare Aide Time Tracking system on-line by November 2000.

The information presented below is organized by the categories of data called out in the Analysis Plan.

Attachment A, *Data Collection/Report Preparation Timeline*, shows a revised schedule for data collection during 2000 and 2001. The following revisions were made:

- The client survey and the case manager survey were changed to an annual basis, reflecting a later than originally anticipated implementation of the technology components.

- Home care agency staff are to be surveyed in August and September of 2000 and 2001.

- The overall system measures were revised. Data on market share is easily obtainable but authorized versus provided hours and the discrepancy report are not longer available due to changes in state data systems.

1. The second ADS focus group to discuss implementation, problems encountered and improvements in the capacity of ADS to monitor agency performance was held in March of 2000. Staff continue to believe implementation is going well, if somewhat slower than originally anticipated. There was little change from the first focus group because data from the homecare referral database is not yet being widely used. Issues mentioned include:

   - Obtaining participation by HCS case managers has been problematic to the extent that they are not being included right now in case manager surveying and training for the home care referral component.

- Concern was expressed about the ability of small agencies, that may do a high quality job of serving clients, to accept new clients at any given moment in time given the availability of workers. It was concluded that it is probably more important to case managers to have their clients served well than to have referrals accepted. However, it may be that the larger agencies will be contacted first prior to data on performance being widely used. [Discussion also included the fact that market share data was shifting and large agencies were losing market share to smaller agencies. See #4 below.]

- At some point additional data will be incorporated into the homecare referral database to satisfy case managers' and other staff's need for information on travel policies; minimum number of hours, and any other agency-imposed limits.

- The next focus group will be held next spring and a final one in the fall of 2001. Finance staff will be surveyed on the same schedule.

2. The client survey will be administered again in September 2000.

3. Regarding Measures 3 and 4 that are intended to track efficiencies related to worker time reporting:

   - Homecare aide baseline data will be collected for the first time during August and September by means of a telephone survey with a $20 incentive for those who participate.

   - Baseline data from homecare agency supervisors was collected last fall and was not included in the January report because staff originally thought the response rate was too low. However, we now offer the raw data as Attachment B. Data collected this fall will be included in the January 2001 report. Responses below do not always total 100% because a few supervisors responded "not applicable" to several questions.

     ➢ Only 17% of the supervisors found the current time tracking system difficult to use, while 31% found it very easy to use.

     ➢ Similar percentages applied to how much supervisors liked the system.

     ➢ 52% found the system easy to learn.

     ➢ Interestingly, 41% of the supervisors report they spend a moderate amount of time doing paperwork for the present system and another 31% spend a great deal of time on this aspect of their jobs.

     ➢ 45% of supervisors reported that problems with the system often made aide paychecks late and another 28% said checks were sometimes late as a result of the system.

     ➢ 21% of supervisors said they often deal with issues related to whether or not workers arrive and leave clients' homes on time. 29% said they seldom or never did, while the remainder (50%) said they sometimes did.

> ➢ 55% reported the system for tracking time sometimes made their job easier.

> ➢ 48% of supervisors thought the time tracking system provided a good deal of accountability, while 38% thought it provided some accountability.

> ➢ 62% thought the time tracking system sometimes helped them learn about staffing problems.

> ➢ 34% of supervisors often created customized reports related to worker hours, whereas 41% never did. The variations did not seem to be related to the agency for which the supervisor worked.

- Response rates for agency financial staff were, in fact, so poor that we cannot present that data. We are requesting it again this fall.

4. A comparison of market share data from March of 2000 with that from April of 1999 (see Attachment C) showed a few differences that could be related to case managers' use of home care referral data. The largest provider's share of clients declined by 18%, as did their share of home care hours. Four providers increased market share in terms of clients. Only one of these experienced an increased share of hours. Percentage increases in numbers of clients served ranged from 156% (from 64 to 164 clients) to 15%, depending in part on the size of the market served in 1999.

5. Data collected from case managers in April of 2000 is contained in Attachment D. It was not significantly changed from the previous data collected (in 1999), probably because at the time of data collection implementation of the homecare referral system was just beginning.

- 65% of case managers found it not very easy or impossible to access data on homecare agency performance. This is an improvement over the previous survey where 76% had difficulty accessing homecare performance data. 57% seldom or never use such data.

- 60% found it not very easy or impossible to access data on client's homecare aide's performance. 48% seldom or never use such data.

- The average time in minutes it takes to make a referral to homecare increased from 96 minutes at the time of the last survey to 116 minutes. A promising sign, however, is that among the four case managers who were beginning to use the home care referral system, two did report significant decreases in the amount of time it took them to make a referral.

- 58% of case managers report it takes from 3-6 days between the time they make a referral and the start-up of service. 27% report it takes 7-14 days.

- 48% of case managers have a problem knowing if the referred case has actually been staffed.

- Most think the referral process is somewhat or quite easy; a significant minority (27%) think it is somewhat or very difficult.

- 85% of case managers make more referrals to agencies that respond more quickly.

- 34% state it takes a long time before they become aware of homecare aide problems (or they never do).

- Once they know about a problem, 56% find it somewhat or quite easy to intervene in the solution of the problem.

- 81% do not create any computer-generated reports to understand more about the homecare services their clients receive.

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Attachment A
ADS Technology Project – 2000 and 2001
Data Collection/Report Preparation Timeline

Component	Data Collection/ Report Preparation	Data Collection/ Report Preparation	Data Collection/ Report Preparation	Data Collection/ Report Preparation	Data Collection/ Report Preparation
A. Client survey		Sept '00		Sept '01	
B. Home care agency ⊕ aides ⊕ supervisors ⊕ financial staff		Sept '00		Sept '01	
C. Case manager survey	Mar '00		Mar '01	Sept '01	
D. ADS: ⊕ financial staff survey ⊕ focus group questions	Mar '00		Mar '01	Sept '01	
E. Overall system measures: ⊕ market share	Mar '00	Sept '00	Mar '01	Sept '01	
F. Reports to NTIA	Jan '00	July '00	Jan '01	July '01	Oct '01

Attachment B
Agency Supervisor Survey

Respondent	Agency	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
1	CCS	a	d	d	d	d	n/a	c	d	a	d	d
2	CCS	a	a	b	b	c	b	b	b	b	b	c
3	CCS	a	b	a	b	c	c	b	b	c	a	d
4	CCS	a	b	b	a	d	b	a	c	a	c	d
5	CCS	a	b	c	b	d	c	c	b	c	b	d
6	CCS	a	b	a	a	b	n/a	c	b	c	b	d
7	CCS	a	b	a	a	b	c	c	a	c	a	d
8	CCS	a	b	c	c	d	b	a	b	b	b	b
9	CCS	a	b	b	b	d	b	b	b	c	a	a
10	CCS	a	a	a	a	c	c	c	b	a	c	d
11	CCS	a	b	b	a	b	d	b	a	c	a	a
12	Amicable	a	a	b	a	d	b	b	b	c	a	d
13	VNS	a	c	c	a	c	b	a	c	b	b	d
14	Fremont	a	c	b	c	d	c	b	d	b	b	b
15	Fremont	a	a	md	a	c	d	d	b	b	b	d
16	Fremont	a	a	a	b	a	d	md	b	c	b	d
17	Fremont	a	c	d	c	c	c	a	d	c	b	a
18	Armstrong	a	a	b	a	c	b	a	b	c	a	b
19	Armstrong	a	b	a	b	b	d	c	b	d	b	a
20	Armstrong	a	b	b	b	c	b	b	a	c	b	a
21	Kin On	a	a	a	a	b	d	b	b	c	b	c
22	St. Jude	a	a	b	a	d	b	b	n/a	c	n/a	a
23	Triarm	b	a	b	a	b	c	b	b	b	b	a
24	SeaMar	b	b	b	a	c	b	c	a	b	b	c
25	SeaMar	a	b	d	b	c	b	a	c	b	b	a
26	SeaMar	a	c	c	b	d	b	b	c	b	b	a
27	SeaMar	b	b	b	a	c	c	b	b	b	b	d
28	SeaMar	a	b	b	b	c	b	b	b	b	b	a
29	Professional Choice	a	b	a	a	n/a	n/a	b	n/a	c	n/a	b

Md = missing data

Attachment C
Agency Market Share
March 2000

	# of Clients	% of Clients	% of Clients '99	# of Units	% of Units	%of Units '99
Catholic Community Services	683	32%	39%	29,153	27%	33%
Sea-Mar	332	15%	17%	15,890	15%	15%
Armstrong Uniserve	326	15%	13%	16,718	15%	15%
Fremont Public Association	213	10%	10%	9,564	9%	8%
Chesterfield Health Services	164	8%	3%	9,403	9%	4%
Amicable Healthcare, Inc.	134	6%	6%	9,021	8%	8%
Triarm	87	4%	5%	4,989	5%	6%
St. Jude Healthcare	79	4%	3%	4,669	4%	4%
Kin On Homecare	54	2%	2%	3,294	3%	3%
Amstars Health, Inc.	35	2%	na	1,496	1%	na
Professional Choice	24	1%	1%	2,414	2%	3%
Soundcare Home Care Services	20	1%	na	1,307	1%	na
Visiting Nurse Services	8	0%	1%	385	0%	0%
Arcadia Health Services	1	0%	0%	137	0%	0%
On Your Own	1	0%	0%	111	0%	0%
Total	**2,161**			**108,551**		

Attachment D
Case Manager Survey
April 2000

Q1: How easy is it to access accurate data on homecare agency performance?	# of responses	% of responses	Q2:How often do you use such data?	# of responses	% of responses
(a) very easy to access such data	4	6.7%	(a) I often use such data	7	11.7%
(b) somewhat easy to access	10	16.7%	(b) I sometimes use such data	14	23.3%
(c) not very easy to access	20	33.3%	(c) I seldom use such data	11	18.3%
(d) impossible to access	19	31.7%	(d) I never use such data	23	38.3%
n/a	7	11.7%	n/a	5	8.3%

Q3: How easy is it to access accurate data on the performance of your client's home care aides?	# of responses	% of responses	Q4:How often do you use such data?	# of responses	% of responses
(a) very easy to access such data	3	5.0%	(a) I often use such data	10	16.7%
(b) somewhat easy to access	16	26.7%	(b) I sometimes use such data	16	26.7%
(c) not very easy to access	21	35.0%	(c) I seldom use such data	9	15.0%
(d) impossible to access	15	25.0%	(d) I never use such data	20	33.3%
n/a	5	8.3%	n/a	5	8.3%

Q5: How much time do you spend "making a referral to homecare"?	# of responses	Average Time in Minutes	Q6: On average, how much calandar time does it take from the time you make a referral to start-up of service?	# of responses	% of responses
average	58	116.47	(a) 1-2 days	0	0.0%
			(b) 3-6 days	34	57.6%
low	1	15	(c) 7-14 days	16	27.1%
high	1	480	(d) more than 14 days	7	11.9%
			(e) other	2	3.4%
			n/a	0	0.0%

Q7: After an agency has accepted a case, do you have a problem knowing if the case has actually been staffed?	# of responses	% of responses	Q8: How easy or difficult is the referral process?	# of responses	% of responses
(a) always	4	6.8%	(a) quite easy	20	33.9%
(b) usually	24	40.7%	(b) somewhat easy	23	39.0%
(c) seldom	20	33.9%	(c) somewhat difficult	14	23.7%
(d) never	6	10.2%	(d) very difficult	2	3.4%
(e) other	4	6.8%	n/a	0	0.0%
n/a	1	1.7%			

Q9: Do you make more referrals to agencies that respond more quickly?	# of responses	% of responses	Q10: How long, on average, does it take before you become aware of problems with a client's homecare aide services?	# of responses	% of responses
(a) yes	50	84.7%	(a) I find out very soon	14	23.7%
(b) no	4	6.8%	(b) It takes amoderate amount of time	23	39.0%
(c) other	5	8.5%	(c) It takes a long time	19	32.2%
			(d) I don't find out at all	1	1.7%
			n/a	2	3.4%

Q11: How easy is it for you to intervene in the solution of these problems?	# of responses	% of responses	Q12: Do you create any customized, computer-generated reports in order to understand more about your clients' homecare services?	# of responses	% of responses
(a) quite easy	12	20.3%	(a) yes	9	15.5%
(b) somewhat easy	21	35.6%	(b) no	47	81.0%
(c) somewhat difficult	23	39.0%	(c) other	1	1.7%
(d) very difficult	1	1.7%	n/a	1	1.7%
n/a	2	3.4%			

Observations:
1. There were at least three respondants who were regularly using the new HCR system
2. Agency responsiveness seemed to vary between the agencies and between agency supervisors - some were good and others poor.